



25<sup>th</sup> Anniversary-1994 to 2019

Dispatching for:

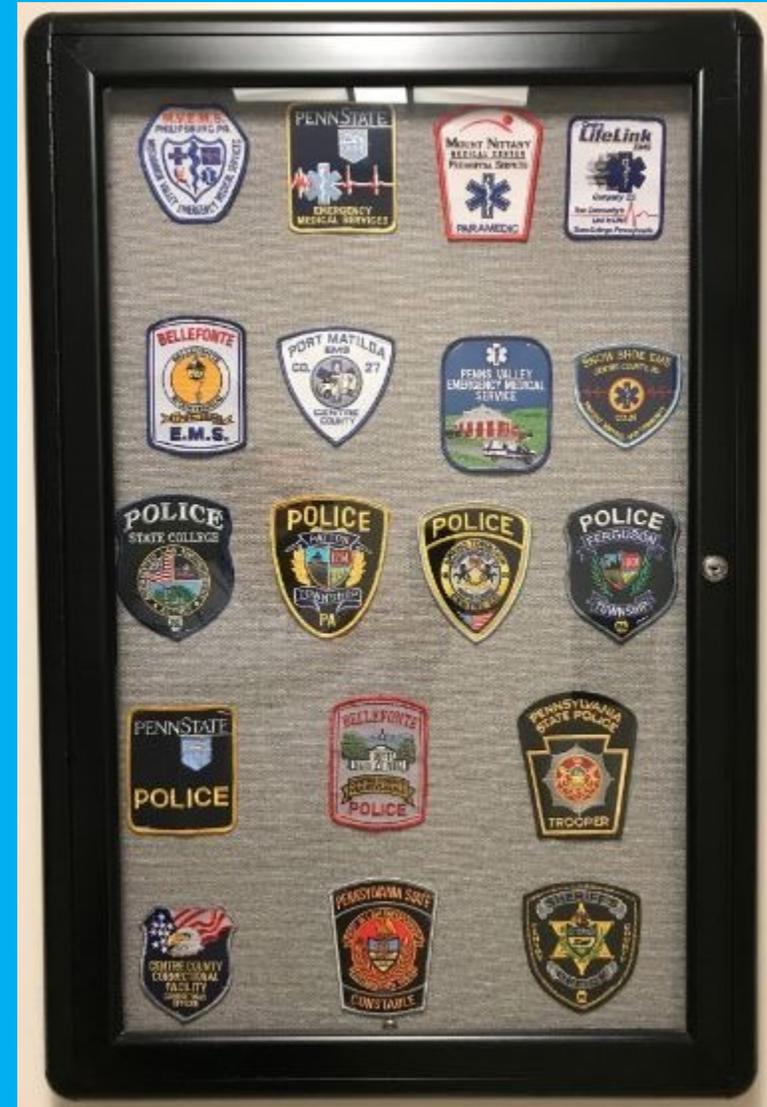
**SHERIFF** *POLICE*

***FIRE*** *EMS* HAZ-MAT

**PUBLIC WORKS**

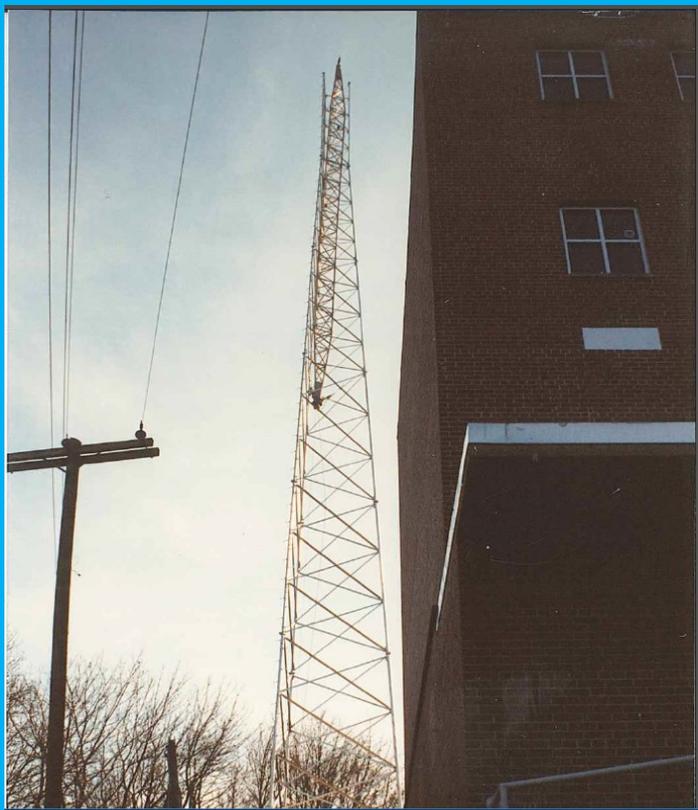
**EMA & COUNTY STAFF**

# Police – Fire - EMS



# 1994 - Radio Tower Construction.....

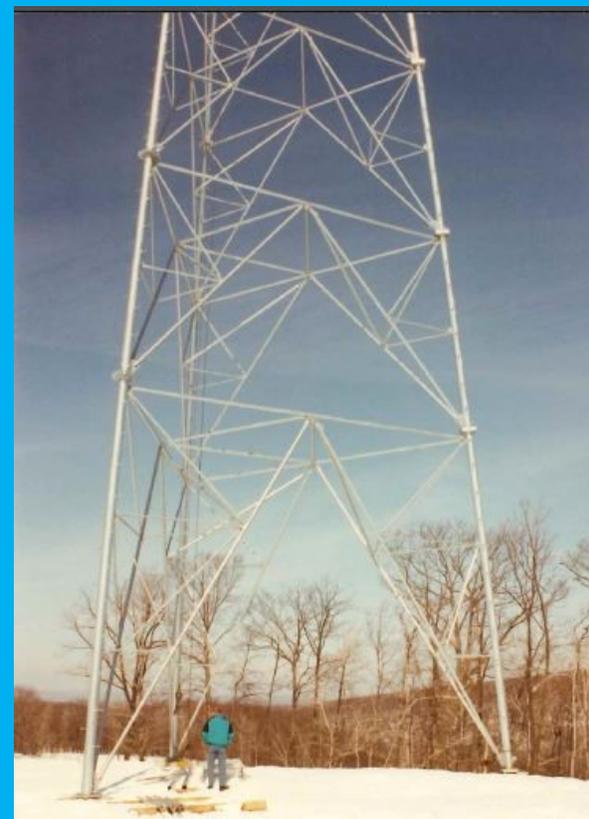
**Willowbank Building**



**Port Matilda**



**Rhoades  
(Snow Shoe Area)**



# 1994 - Getting the 9-1-1 Center Ready



# 1994 - Set-up and ready to go.....



# June 1, 1994.....Going Live

## CENTRE DAILY TIMES

WEDNESDAY, JUNE 1, 1994

SERVING CENTRAL PENNSYLVANIA FROM STATE COLLEGE

35c

### Countywide 911 goes on-line today

By BEN FELLER  
Times Staff Writer

It may be the biggest Centre County change you'll never notice.

Starting about noon today, residents almost everywhere in the county can get help during an emergency by dialing 911.

That means with few exceptions, residents in every township and borough can scrap their seven-digit emergency numbers. Calling for a police, fire or ambulance crew is now only three easy-to-remember digits away.

For the people closely involved with countywide 911 and the thousands of rural residents who have never had access to the service, today's "cutover" is indeed a big deal.

County officials say when the first emergency call rings in the Willowbank Building in Bellefonte, a significant chapter in the county's history will begin: a new

#### CENTRE COUNTY 911 TIPS

■ Don't call 911 just to test the county's new system.

■ Dial 911 with emergency calls only. With non-emergency items, call the county's communications center at 1-800-479-0050.

■ Post your address and phone number next to your phone, which can help you and visitors to your home during an emergency.

■ Listen closely to the 911 dispatcher who takes your call and be prepared to answer questions.

■ Teach children how to dial 911 and when it's appropriate to use it. Dispatchers can trace the call to the site of an emergency even if children cannot offer much information.

era of emergency response.

But most county residents will find no eye-catching differences. The only time local folks probably will notice the change is when it counts the most — when they need help fast and don't have time to search for a number.

From 9 a.m. to about noon, phone officials will take on the cutover process — routing 911 calls from most county phone exchanges into Bellefonte. After all those switches are flipped, the center will be rolling, and the waiting will be over.

"By noon, we should have the total operation right here in the Willowbank Building," said Elwood G. Williams Jr., the county's 911 coordinator. "Barring any catastrophes, we'll be running."

"It will be, I think, a historic day in terms of truly countywide 911," said Vicki Wedler, chairwoman of the county commissioners.

Even with extensive testing and employee training, county officials aren't assuming that all will go perfectly at the communications center today.

They're allowing a safety net of a few hours to work out the kinks, which is why despite the long-publicized June 1 cutover, a county advertisement on page 7B today bills tomorrow as the actual start date.

"Now we have to go live, and that's when we'll find out about any remaining problems, or if in

Please see 911, back page

Telephone exchanges not covered by 911

Phone exchange	Emergency number
339, 345, 378	342-0123
632	1-234-0234
684	1-342-0123

Source: Centre County emergency communications office

COT Graphics/Eather DeFosse



# 1996 - A Multi-agency Response to a Fatal 2 Vehicle Crash, Rt 322 in Harris Twp. on a PSU Football Saturday snarls football traffic for hours



# 1998 – Arts Festival Riot

the  
daily **Collegian** <sup>30°</sup>  
www.collegian.psu.edu

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Monday, July 13, 1998

Published independently by students at Penn State

## Thousands riot downtown

*Police say alcohol played a part in the Sunday riot that resulted in \$50,000 damage*

By BRIDGETTE BLAIR  
and PATRICIA K. COLE  
Collegian Staff Writers

Bonfires fueled by furniture, street lights and trees lit the darkened street, and objects were thrown from the balconies of apartment buildings when a riot erupted early yesterday morning on Beaver Avenue between Pugh and Garner streets.

Thousands of people watched or participated in the riot, which began at about 1:30 a.m. and lasted for about 2½ hours, according to a press release from the State College Police Department. Police began to disperse the crowd at about 4 a.m. State College Police Chief Tom King said alcohol played a significant role in the riot.

Eighteen people were arrested for failure to disperse upon lawful order and disorderly conduct, according to the press



# 1998 - Addressing Project Starts

Hiring Addressing Staff.....MSAG Coordinator

## 911 MSAG COORDINATOR

### Position Description

#### OVERALL OBJECTIVE OF JOB

To participate in the creation and perform the daily maintenance of the 9-1-1 Municipal Street Addressing Guide, certain aspects of the County digital map, and telephone database.

#### ESSENTIAL FUNCTIONS OF JOB

1. Acts as liaison with County Townships and Municipalities for the purpose of maintaining accurate and up date information on structure and street addresses.
2. Acts as the liaison with County Telephone Service Providers to implement and maintain the MSAG telephone database and verify the accuracy of information provided by the Telephone Service Providers.
3. Acts as liaison with field users of the Communications Center to determine, coordinate, and maintain their Emergency Service Zones (ESZ).

# 1998 to 2001 - Addressing Project

LR Kimball

Field Data Collection

# 1998 to 2001- Addressing reviewed County-wide

Houses

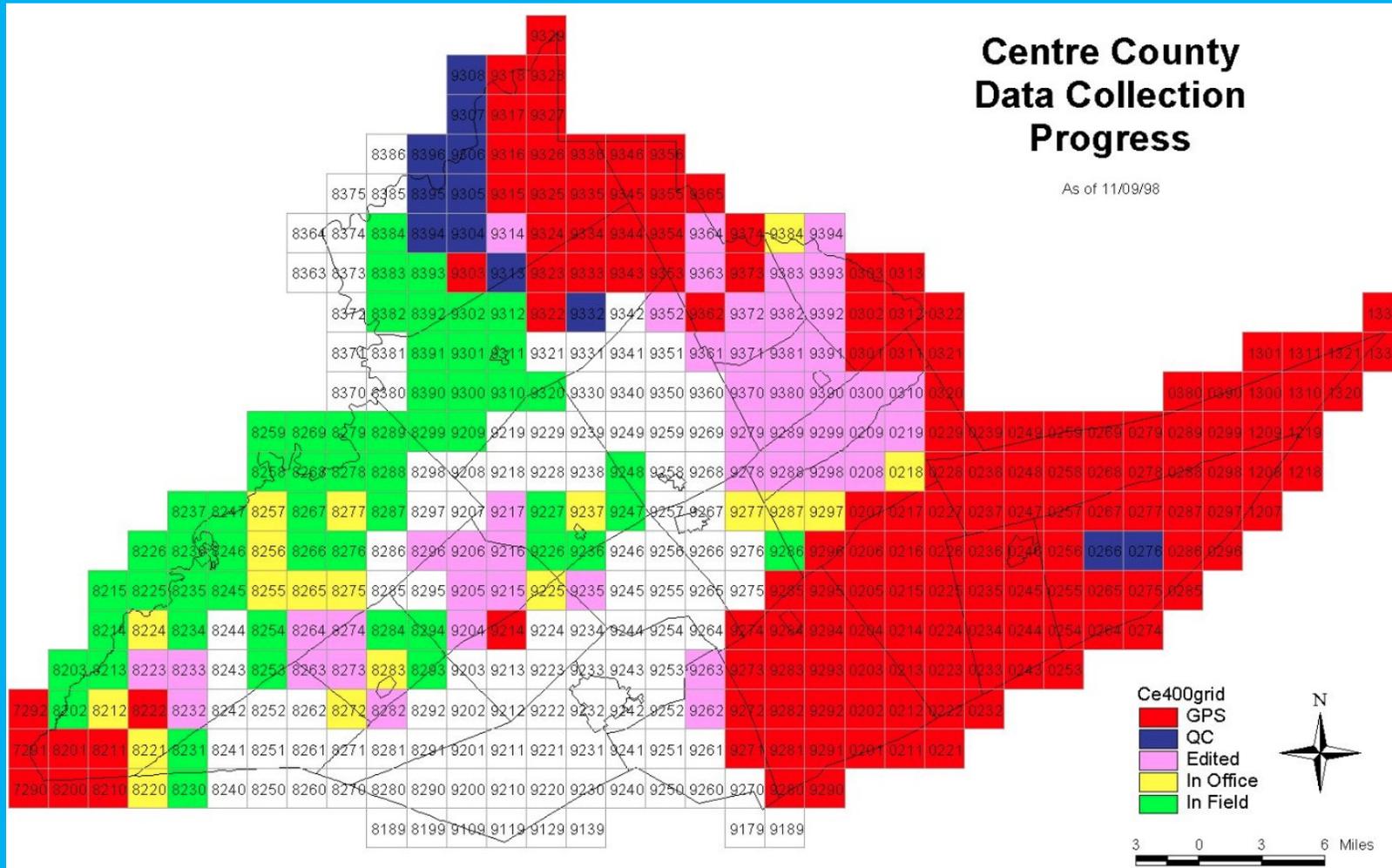


Cabins

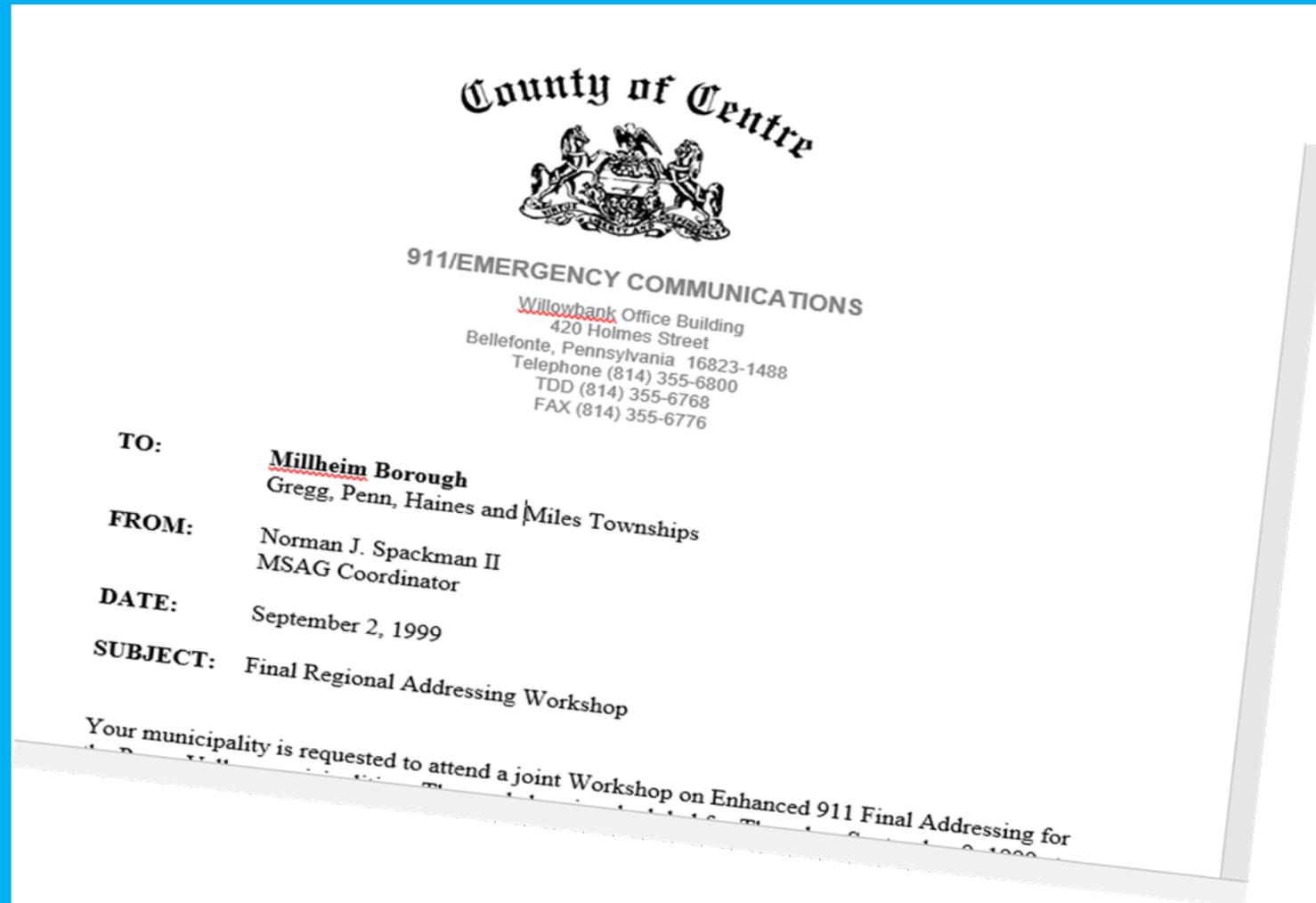
Businesses



# Addressing Project Data Collection Progress as of November 1998



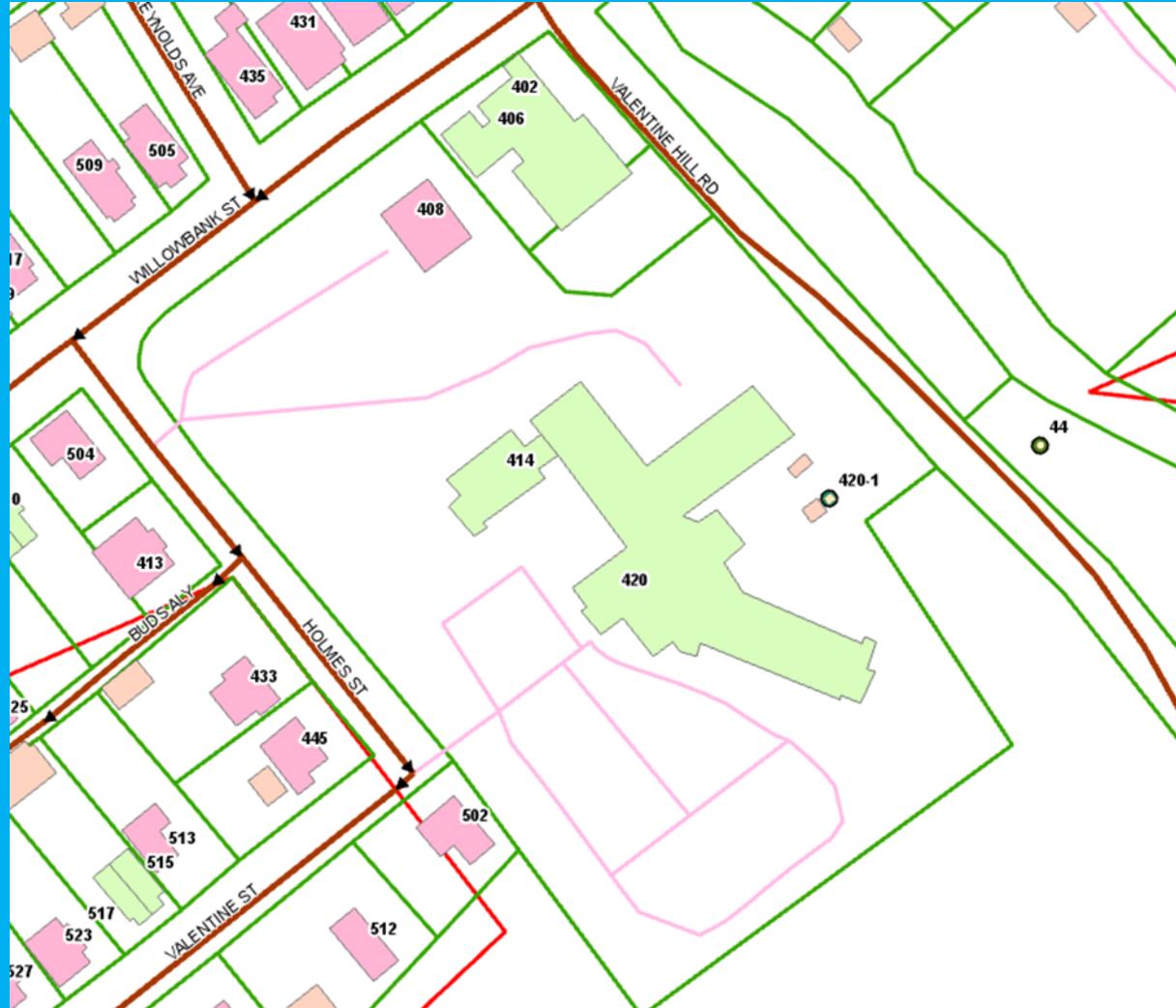
# 1998 to 2001 - Regional Municipal Addressing Workshops



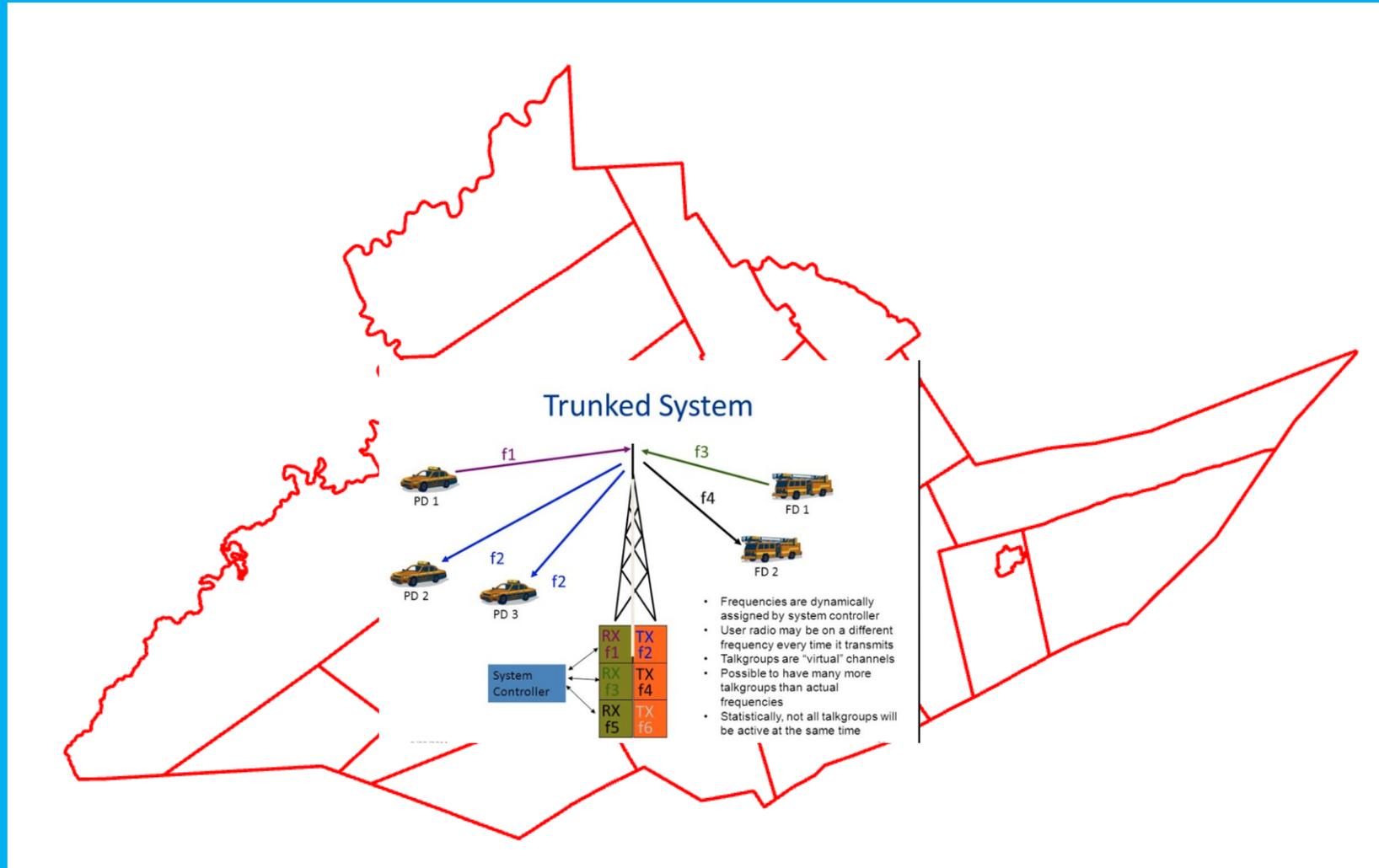
# 1999 to 2001- Address Assignments and Notifications



# 2002 - Completed Computerized Address and GIS Data



# 1998 - Built Motorola First County Wide 800 Mhz Trunking System



# 2001 - Mobile Command Vehicle with Police Departments



# 2002 – Peppermill Parking Deck Collapse

COLLEGIAN



Latest

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Sports

Football

Opinion

Arts

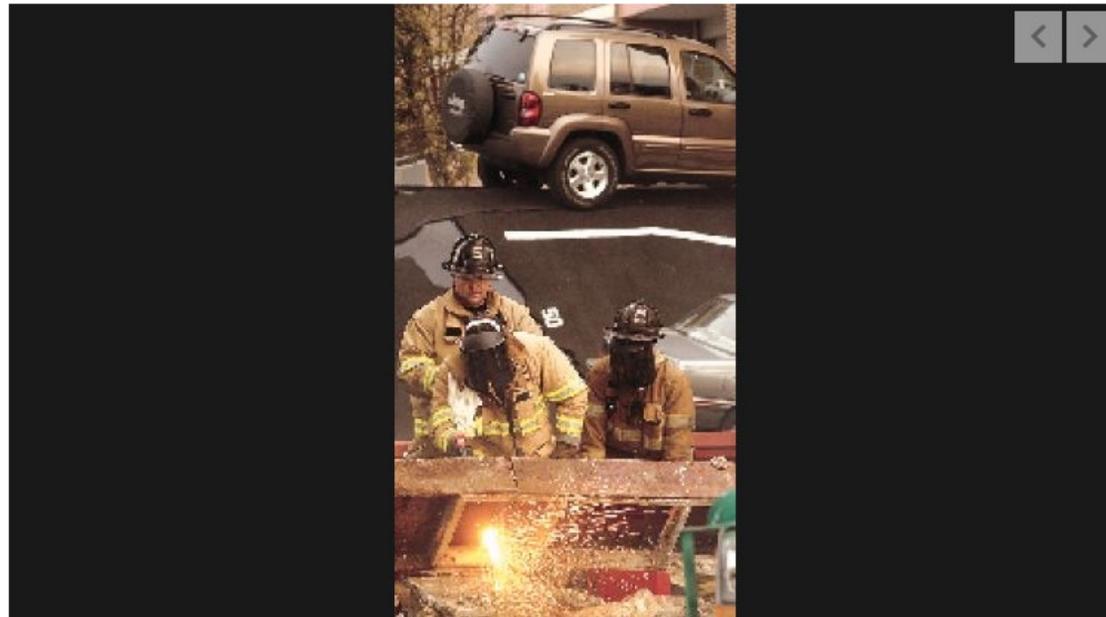
Multimedia

Blogs

Collegian Archives

## Parking deck collapses

Adam Fabian Sep 4, 2002



Firefighters cut through a steel girder from the collapsed parking deck.

Mike Bencivenga

# 2004 – Academy Fire, Bellefonte



# 2004 - I-80 Multi-Vehicle Crash



# 2004 - I-80 Multi-Vehicle Crash



# 2004 - I-80 Multi-Vehicle Crash



# 2006 – Bush House Fire



# 2006 – Implemented Wireless (Cell Phone) Location Technology



# 2007- Implemented ALI (Phone) Data Live- Wireline Phone Data Updated Daily County Wide

Customer

NPA  NXX  Number  Customer  Fun

Community  County  State  House Num

PreDir  StName  StSfx  PostDir

Company ID1  Company ID2  Class  Type  Zip C

Z Coordinate   Not Verified  Remarks  Five Call (PSAP)  Having Call H

Last Modified Between  /  /  :  :  And  /  /  :  :

Remarks Expire Between  /  /  And  /  /

Drag a column header here to group by that column.

FC	Number	Custo...	Street	House #	Community	Comp ID1	Comp ID2	F
C	570-	BU	CHESTN...	1	WALKER T...	CTL		
C	570-	DU	BLACK...	1	WALKER T...	CTL		
C	570-	SUH	NITTANY...	2	WALKER T...	CTL		
C	570-	SUF	NITTANY...	4	WALKER T...	CTL		
C	570-	COF	CHESTN...	1	WALKER T...	CTL		
C	570-	WIL	DRY RU...	1	WALKER T...	CTL		
C	570-	BRC	PINE ST	1	WALKER T...	CTL		
C	570-	WAL	CHESTN...	2	WALKER T...	CTL		
C	570-	GLA	CHESTN...	0	WALKER T...	CTL		
C	570-	BAF	NITTANY...	2	WALKER T...	CTL		
C	570-	MOI	NITTANY...	6	WALKER T...	CTL		
C	570-	CEI	NITTANY...	2	WALKER T...	CTL		

# 2011- Riots after Paterno was Fired



# 2011 - 2012 – Old 9-1-1 Center



# 2011 - 2012 – Old 9-1-1 Center



# 2012- New Equipment Buildings at Tower Sites



# 2012 – Hotel Do-De Fire, Bellefonte



# **2012 - Construction Demo Begins- New 9-1-1 Center- Ground Floor Willowbank Building**



# **2012 - Construction Demo Begins- New 9-1-1 Center- Ground Floor Willowbank Building**



# 2013 - New 9-1-1 Center- Construction



# 2013 - New 9-1-1 Center- Construction



# 2013 - New 9-1-1 Center- Construction



# Spring 2013 – Construction Continues.....



# Spring 2013 – Construction Continues.....



# 2013 - Tower Replaced at Woodward



# 2013 - New Generator at Willowbank Building



# 2013 to Present - 9-1-1 Center



# 2013 - 9-1-1 Center Equipment Room



# 2011 To Present - Crisis Intervention Team Training for Dispatchers



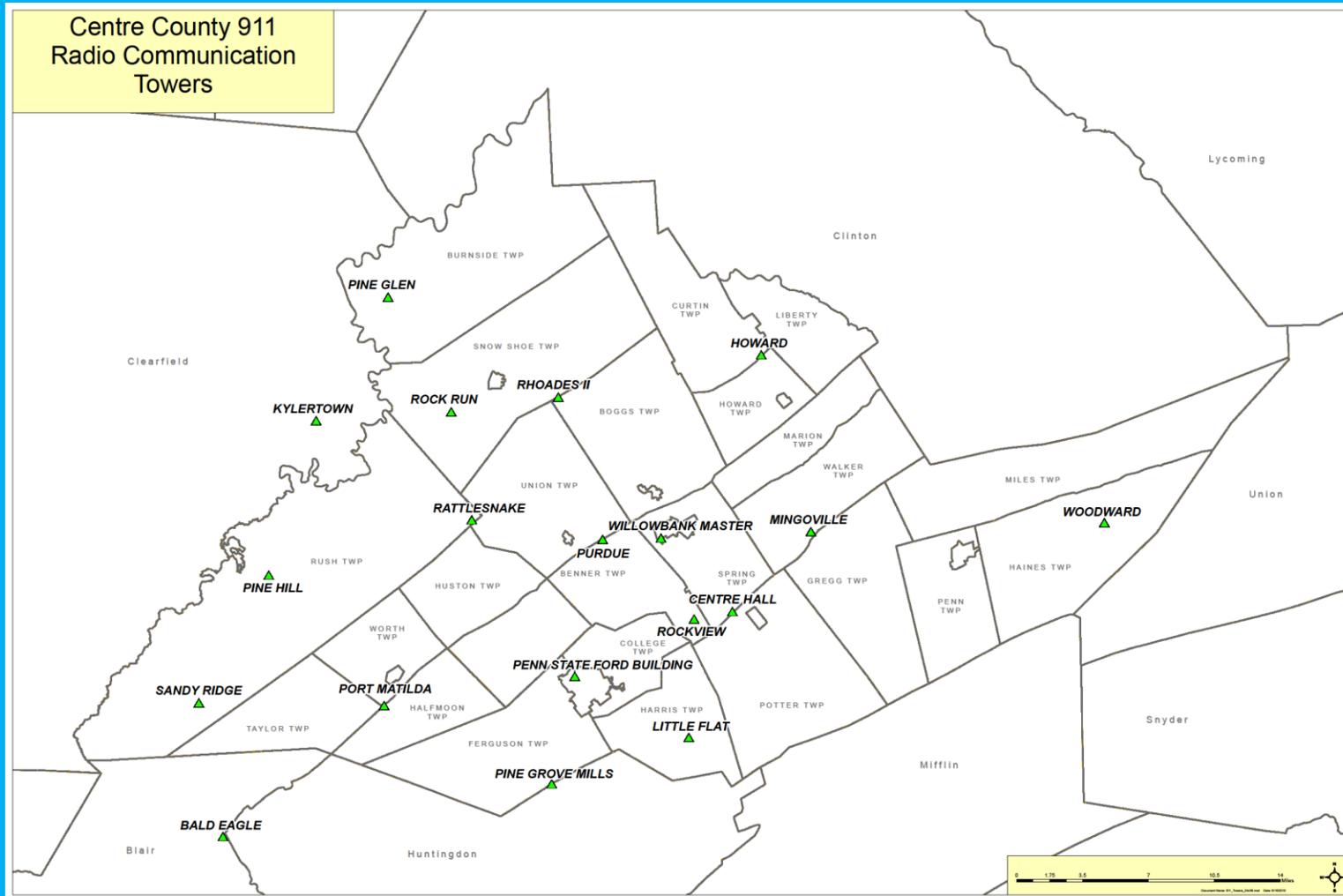
2013- Tim Sharpless, Dispatcher,  
CIT Officer of the Year



# 2014 - Centre County's Radio System at Motorola Headquarters

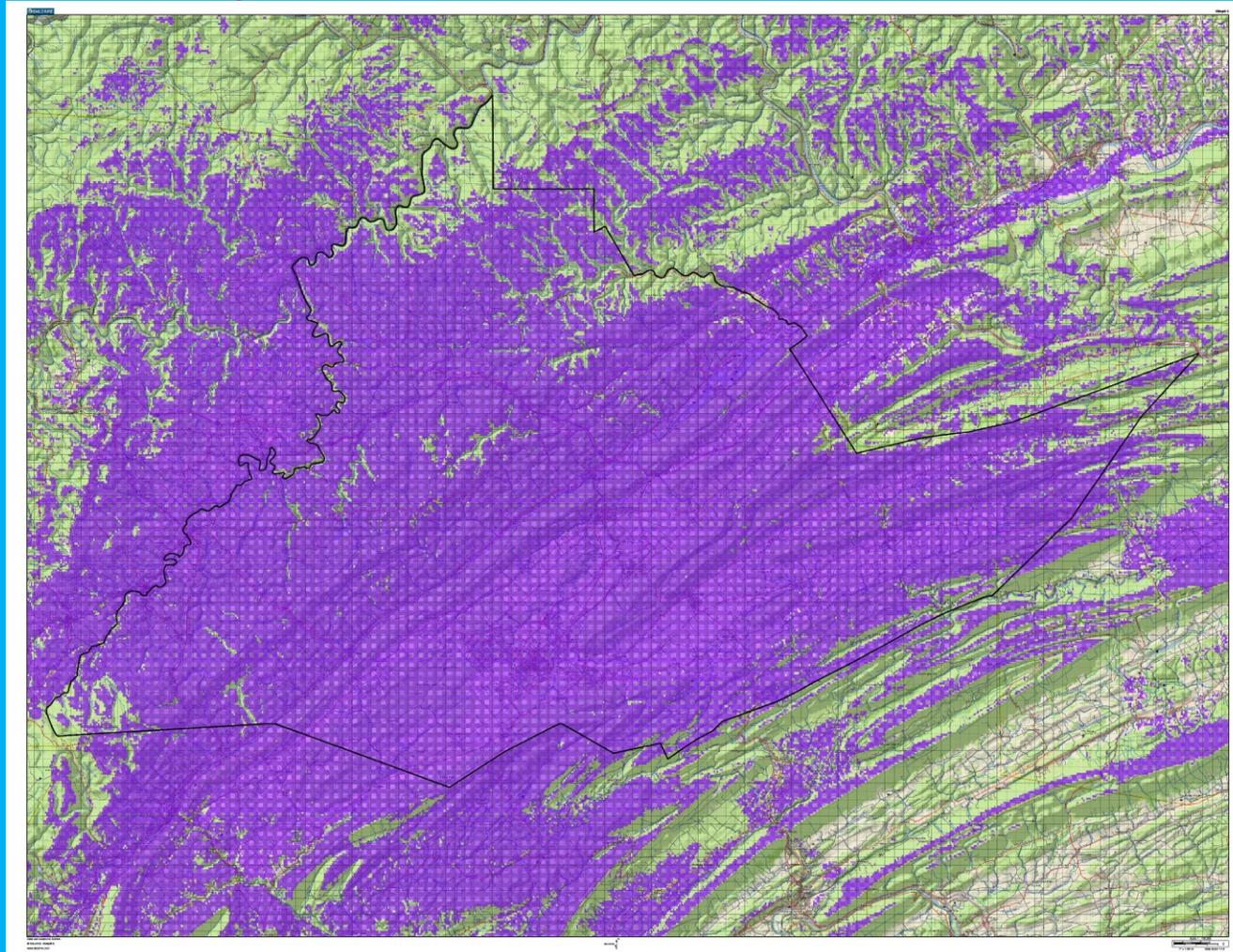


# 2014 - New County Motorola Digital 800Mhz Trunking Radio System- 19 Sites



# 2014 - New County Motorola Digital 800Mhz Trunking Radio System- 19 Sites

New Radio System – In Street Portable Coverage

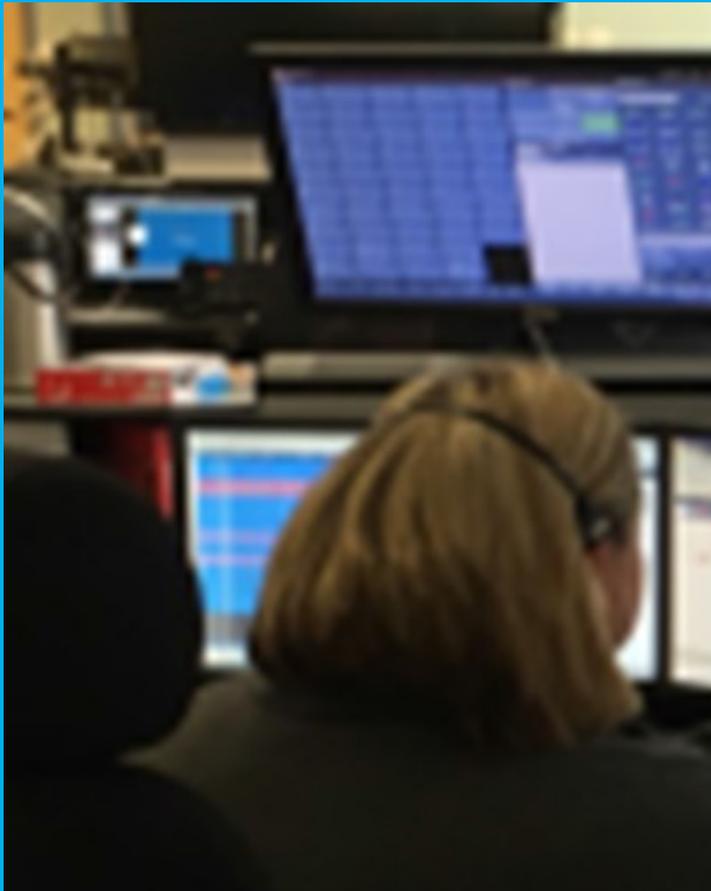




2016- New

The screenshot displays the VESTA 9-1-1 dispatch software interface. It features a grid of call lines on the left, a central call control panel with buttons for 'Drop List', 'Mute All', 'Ready', and 'Emergency Callback', and a dial directory on the right. The dial directory lists various police offices and agencies, including Belfonte Police Office, Ferguson Twp Police Office, Patton Township Police Office, Spring Twp Police Office, State College Police Office, and State College Police Lobby Phone. The interface also includes a 'Call Information Display' showing the number 8142347150 and a status bar at the bottom with the date and time: 15:36:51 Wednesday, March 22, 2017.

2012- New Phone



# 2014 – New Radio Consoles

# 2016- New Computer Aided Dispatch

CFS #66  
Created On: 03/22/2017 12:21:31 Created By: jmwalter Clear Created In Error Print CFS 9109 On Scene

Call Location: Verified Point Location  
Qualifier Venue: COLLEGE TWP Override  
Fire Box: 532  
EMS Box: 2543  
Location Type: Address  
Cross Streets: RHODES LN / BUSH AVE  
District: SCPD D4

Additional Location Information  
(814) 555-1212 Extension ZOOM Recommendations

Traffic Traffic <<Choose Call Type>> <<Choose Call Type>>

Phone Not In Progress Low Launch EMD

Narrative

Date	Type	Restriction	Entered By	Critical	Narrative
03/22/2017 12:23:48	User Entry	General	jmwalter	No	THIS IS A TEST INCIDENT
03/22/2017 12:23:19	User Entry	General	jmwalter	No	COMPL IS CONCERNED ABOUT CARS DRIVING TOO FAST ON HER STREET. SHE WILL BE AT HER RESIDENCE.

Argis CAD Enterprise .NET - Mapping - WWCMPROD

The screenshot shows the Argis CAD Enterprise .NET mapping interface. It features a toolbar with various mapping tools like pan, zoom, and search. The main window displays a street map with several colored overlays: green for roads, blue for water, and red for specific areas. A detailed aerial view of a residential area is shown on the right, with numerous yellow markers indicating specific locations or points of interest. The interface includes a search bar and various map controls.

# 2015 - Texting to 9-1-1 Implemented



# 2017 - I-99 at Skytop



# **2017 – May 1<sup>st</sup> Storm, Over 500 Incidents**



**Tremendous Wind Damage in Centre Region**

# **2017 – May 1<sup>st</sup> Storm, Over 500 Incidents**



**Tornado in Rebersburg**

# 2018 - CAD installed for the first time in the Command Vehicle



# **2017 to Present - Joined Southern Alleghenies 9-1-1 Cooperative**

## **Current Projects funded by State Grants:**

- **Regional ALI Project (Phone Data)**
- **Regional Connectivity with 9-1-1 Centers-  
Microwave and Fiber Connections**
- **Computer Aided Dispatch (CAD)  
Connectivity- CAD to CAD**

# **2019 - Southern Alleghenies Project:**

## **Regional Phone System Project**

**June/July- Centre County will be Joining Regional Phone System**

- **Refresh of Motorola Vesta Phone Equipment**
- **Includes Connectivity to Regional Phone System**
- **New Software, Hardware, Workstations, and Servers**
- **Local Survivability on site**
- **Another Regional Project Funded by a PEMA Grant**

**Approximate Cost Savings to the County Budget- \$529,000 Plus**

# 2019 - Added Rapid Lite - A **FREE** 911 Clearing House providing improved Wireless Location Technology



**Improved Location in Buildings**

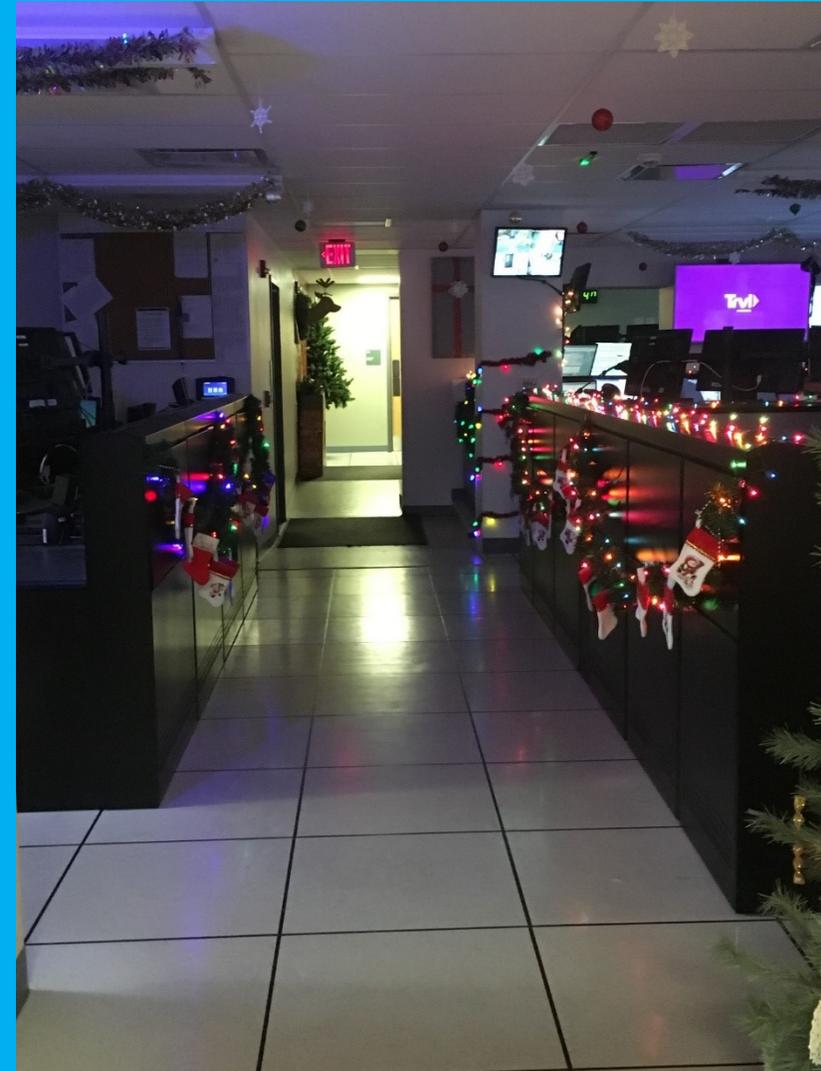
**Rapid Lite Location**

**Typical Location From  
Wireless Technology**

# Halloween Decorations at 9-1-1

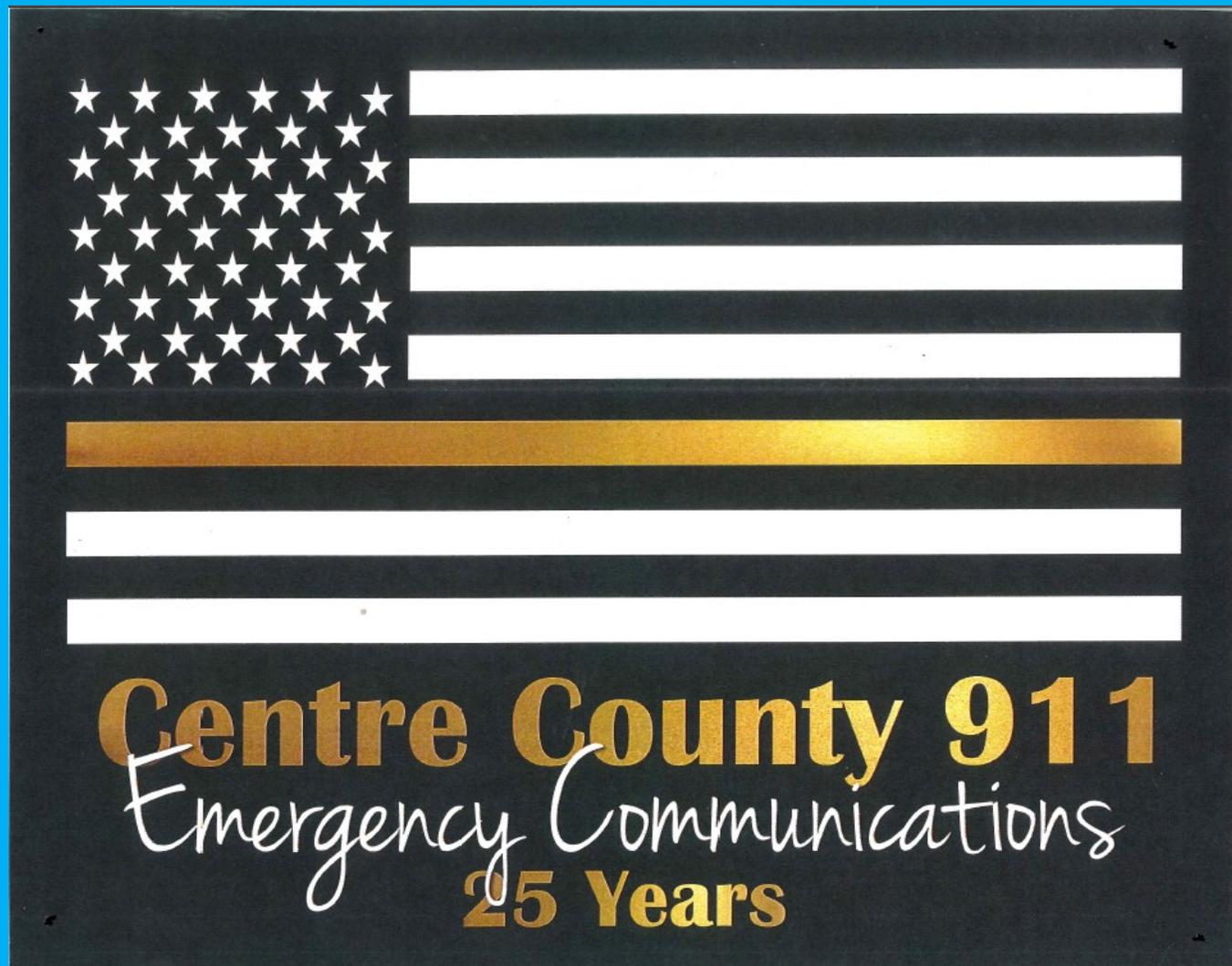


# Christmas Decorations at 9-1-1



# **2019 - Daily Call Volume**

**Today, the 9-1-1  
Center may handle  
350 to 400 Incidents  
daily**



**Thanks to all of our dedicated Staff who have worked here over the last 25 years to make Centre County 9-1-1 successful today**

**Thanks to the Centre County  
Commissioners who continue to  
generously support 9-1-1 and  
Emergency Services since 1994,  
helping to keep residents of  
Centre County safe.**

